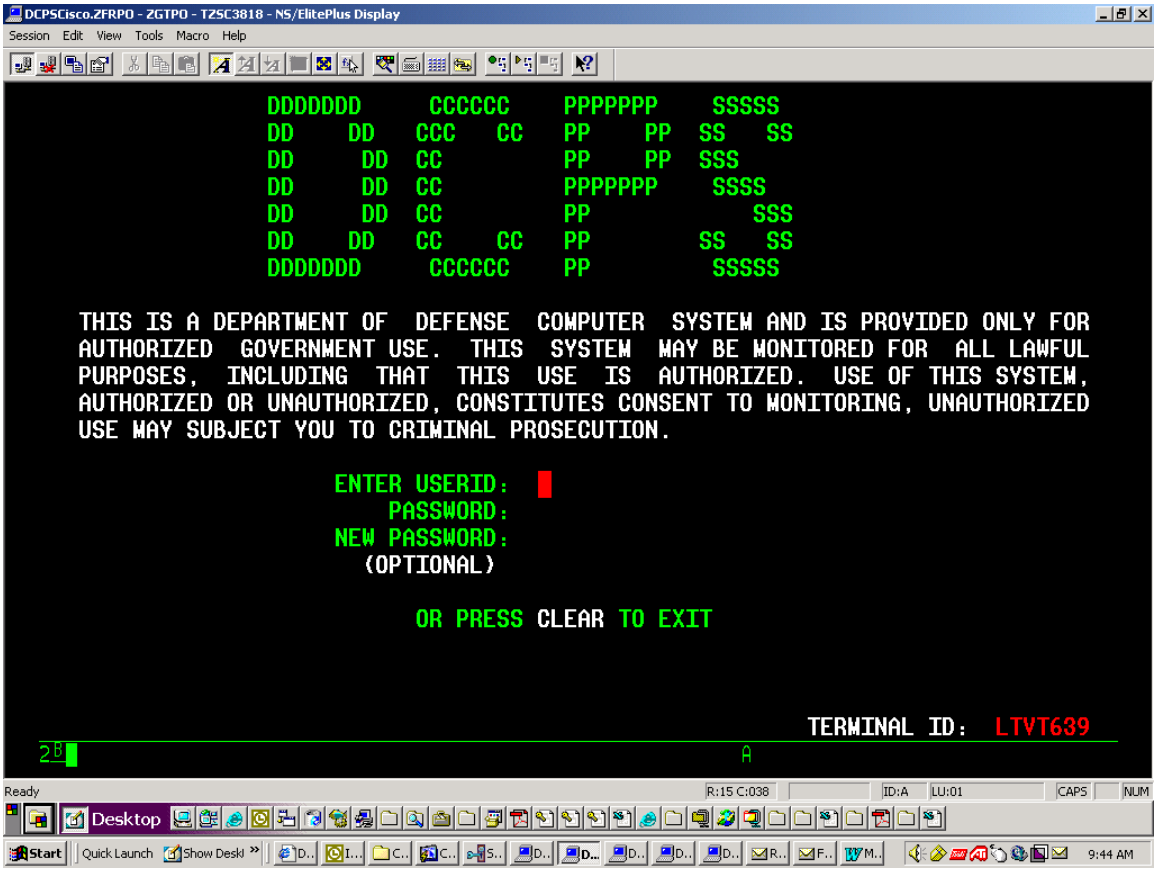
Defense Civilian Pay System (DCPS)
New User's Guide



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DCPS New User's Guide

1. PURPOSE. The purpose of this guide is to assist Defense Civilian Payroll System (DCPS) users with the first steps in using the DCPS pay process. This guide provides solutions to real-world questions and problems you may experience by providing helpful web site links, sample forms and useful information.

This guide is not intended to be all-inclusive, but it will get you started in DCPS and provide information about other DCPS aids.

1.1 DCPS WEB SITE. The most important aid to a new DCPS user is to become familiar with our web site at: https://dfas4dod.dfas.mil/systems/dcps/

This is a secure web site. It is a "dot mil" (.mil) Intranet address, and is only accessible by customers using a non-secure Internet protocol network (NIPRNET) computer. The dfas4dod site contains published documentation, forms and information relative to DCPS. Most of the documents are PDF files. You will need to have Adobe Acrobat Reader v3.01 (or greater) installed on your PC to read these PDF files.

2. HOW TO USE THIS GUIDE. The guide is divided into small sections providing the users with steps to use when first entering DCPS and how to find resourceful tips, tools and information.

3. INTRODUCTION AND DCPS USERS. DCPS was created to provide a standardized means of providing a wide variety of payroll features in the most efficient method.

4. FIRST STEPS for ENTERING DCPS. You must complete and submit to the payroll office the DCPS User Security Access Questionnaire Form. You can obtain a blank form and the complete instructions at the dfas4dod web site at:

http://dfas4dod.dfas.mil/systems/dcps/consolid/files/Forms.htm

All of the numbered boxes in Part 1 on the form must be completed. A sample of the form is included on the following page.

DCPS USER SECURITY ACCESS QUESTIONNAIRE

PART I: To be completed by the user or CSR supervisor. All entries must be typed or printed legibly. (See reverse for instructions.) **NOTE:** For a new user, also submit a Remedy Client Information Form.

1. Employee Name	2. Employee SSN:	3. Home Activity:	4. Phone (work):	5. E-mail Address (work):

6. Background Investigation: NAC/NACI (Y/N): Date completed: Waiver (Y/N): Date approved:	7. Site Activity:	8. Site Indicator:	9. Printer ID:

10. Requirement Type: (check one)	11. Database: (circle one)	12. User Indicator: (circle one)	AUTHorization Type:	AUTHorization Number:
___New user	CP1 ZPD	E - Customer Service Rep (CSR)	M - MER Clerk (non-SF50)	CSR Group or "All"
___Change user*	OMA ZPH		P - Tables Update	Leave blank
___Delete user*	ZFA ZPV		V - View-only	CSR Group or "All"
	ZFR	T - T&A Clerk	T - T&A-related	T&A Group or "All"
___Add site*	ZGT	B - Combined Duties Rep (CDR)	M - MER Clerk (non-SF50)	CSR Group or "All"
___Delete site*	ZKA		P - Tables Update	Leave blank
	ZKE		T - T&A-related	T&A Group or "All"
*Enter User ID:	ZL0		V - View-only	CSR Group or "All"
		C - T&A Certifier	C - T&A Certification	Act or Act/Org Code
		P - Personnel (HRO) User	M - MER Update (SF50)	CSR Group or "All"
			V - View-only	CSR Group or "All"
		D - Remote Disbursing Officer	D - RDO Report Printing	Leave blank
		V - Accounting Technician	J - Accounting-related	Leave blank

ACTion Codes

A – Add
C – Change
D – Delete

13. ACT Code	14. AUTH Type	15. AUTH Number	13. ACT Code	14. AUTH Type	15. AUTH Number	13. ACT Code	14. AUTH Type	15. AUTH Number

Terminal User Responsibilities

1) Memorize your password, do NOT write it down. 2) This user ID is for your use only, do NOT divulge it to anyone. Protect your keyboard and screen while entering your password. 3) Use your user ID and password only. 4) Do NOT leave your terminal unattended while logged into DCPS. 5) If your password is compromised, notify your Terminal Area Security Officer (TASO) immediately. If you do not have a TASO, notify the DCPS Customer Contact Center. 6) You are responsible for maintaining your password. Initial passwords for all new accounts are issued in an expired state and must be changed during your initial logon. Passwords must contain eight alphanumeric characters and are valid for a maximum of 90 days. Do NOT create passwords using personal information (e.g., family name, pet name) or words uniquely identifiable to you (e.g., hobby, favorite sport). 7) This account is issued for the performance of official duties only; any other use is strictly prohibited. 8) All DCPS production data contains sensitive unclassified information that is subject to protection from disclosure under the Privacy Act of 1974. All hardcopy or other output containing such data must be safeguarded and disposed of properly. 9) Provide your TASO or Payroll Office Security Officer a copy of this form. 10) Actions taken via your login ID are subject to being monitored and will be logged. **11) By signing this questionnaire, you accept the terminal user responsibilities and understand your security obligations. Violations may be subject to disciplinary action.**

16. Employee Signature/Date:	17. Supervisor Signature/Date:

PART II. To be completed by the authorizing official.

User ID Assigned:	Actions Completed: ___ACF2 Date:_____ ___DCPS Date:_____	Notification Information: Name: Date:	Authorizing Official: Signature: Date:

PRIVACY ACT STATEMENT

Section 293 of Title 5 to the U.S. Code authorizes the collection of this information. The information will be used to accomplish an official purpose or carry out an assigned program. The primary purpose of this form is to provide data for control of access to DCPS facilities. Furnishing the information on this form is voluntary. However, failure to do so will result in denial of access to DCPS in accordance with the DOD ADP Security Program. *NOTE: This form, when completed, contains Privacy Act or other sensitive data that must be properly safeguarded. This form may be reproduced in blank form only.*

5. Security Access Forms**.** The completed Security Access Questionnaire tells the payroll office personnel what accounts you are authorized to access.

Information to keep in mind when completing the Access form include:

a. **Block 1 (Employee Name).** Enter the employee's full name.
b. **Block 2 (Employee SSN).** Enter the employee's social security number.
c. **Block 3 Home Activity Block.** This block is the employing activity code where the person is currently employed.
d. **Block 4 (Phone [work]).** Enter the employee's DSN number. If no DSN available, enter the employee's local work number (including area code). (**NOTE:** Not required for **Change user** or **Delete user**.)
e. **Block 5 (E-mail Address [work]).** Enter the employee's work e-mail address. (**NOTE:** Not required for **Change user** or **Delete user**.)
f. **Block 6 (Background Investigation).** Perform one of the following options. (**NOTE:** Not required for **Change user** or **Delete user**.)
   - Enter "Y" in the **NAC/NACI** field if the employee's background investigation is complete and the date the investigation was completed in the **Date completed** field. If the background investigation is not complete, enter "N" in the **NAC/NACI** field.
   - Enter "Y" in the **Waiver** field if the employee has a background investigation waiver on file and the date the waiver was approved in the **Date approved** field. If no waiver is on file, enter "N" in the **Waiver** field.
g. **Block 7 Site Activity.** When your activity's accounts were established in DCPS, each of your employing activity codes and organization codes were built in the Organization Record payroll office table. The DCPS Organization Record table lists a T&A SITE ACT and a CSR SITE ACT. Block 7 should be completed with the DCPS Organization Record table values. If you are requesting access for a T&A user, enter the value from the Organization Record for the T&A SITE ACT. If you are requesting access for a Timekeeper, enter the value from the Organization Record for the T&A Site. An illustration of how DCPS Organization Records are used to complete security forms is listed below:

DCPS ORGANIZATION RECORD		**SECURITY ACCESS FORM**	
ACTIVITY	000333		
ORGANIZATION	301		
ACTION CODE (A,C,D)			
PAY BLOCK	800		
BLANKET ADVANCED LEAVE	2		
T & A INPUT FREQUENCY	D		
TIME CARD OPTION	N		
END OF MONTH ESTIMATE	N		
LABOR INDICATOR	Y		
T&A SITE ID			
SITE ACT	000333	BLOCK #7	for T&A Access
SITE IDC	00	BLOCK #8	for T&A Access
T&A GROUP	0104	BLOCK #15	for T&A Access
CSR SITE ID			
SITE ACT	000333	BLOCK #7	for CSR Access
SITE IDC	00	BLOCK #8	for CSR Access
CSR GROUP	0104	BLOCK #15	for CSR Access
REMOTE DISB OFFC			

h. **Block 8 Site Indicator.** This information is also from the DCPS Organization Record table. If the Site Activity is divided into locations, the division is set up with a 2-digit code in the SITE IDC in the DCPS Organization Record. If the site activity is not divided into locations, enter 00 as shown in the illustration above.

i. **Block 9 (Printer ID).** Enter the identification number of the printer where DCPS reports requested by the employee will be printed. (NOTE: Not required for Change user or Delete user.)Block 10. You must provide the User ID if adding, deleting or changing security information on an existing user.

j. **Block 10 (Requirement Type).** Place a check next to the **New user**, **Change user**, or **Delete user** field, as appropriate. If you are changing an employee's access rights or deleting an employee's user ID, enter the employee's user ID beneath the **Enter User ID** field.

k. **Block 11 (Database).** Circle the database the employee will be accessing. (**NOTE 1:** Fill out a separate form for each database the employee will be accessing.) (**NOTE 2:** Not required for **Change user** or **Delete user**.)

The Charleston payroll office currently has five active databases. They are:

ZGT	Navy
ZL0	Shipyard
ZFR	Overseas Navy, Air Force & Defense Agencies
ZFA	Overseas Army
ZPD	Department of Energy

The Denver Payroll Office has one active database:
OMA. Army

The Pensacola payroll office currently has three active databases. They are:
CP1 Air Force
ZKA Defense Agencies
ZKE Executive Office of the President

l. **Block 12 (User Indicator).** Clircle th e appropriate user indicator of the employee.
m. **Block 13 (ACT Code).** Enter the appropriate action code (A, C, or D). (**NOTE 1:** Repeat as necessary for each AUTH Type/AUTH Number.) (**NOTE 2:** Not required for **Delete user**.)
n. **Block 14 (AUTH Type).** Enter one of the following authorization types: (All authority types can view broadcast messages.) (**NOTE 1:** Repeat as necessary for each AUTH Type/AUTH Number.) (**NOTE 2:** Not required for **Delete user**.)

If the **user indicator is "E"** - (CSR), enter one of the following authorization types:

M – MER Clerk (non-SF50). Authorized to input non-SF50 employee data, input leave-related data, access CSR online inquiries, print CSR reports, and print In Lieu of Leave and Earnings Statements.
P – Tables Update. Authorized to access CSR online inquiries and maintain local tables.
V – View-only. Authorized to access CSR online inquiries and print CSR reports.

If **User Indicator is "T"** – (T&A Clerk), enter "T" (T&A-related). Authorized to input and view T&A-related data and print T&A reports.
If User Indicator is "B" (CDR), enter one of the following authorization types:

M – MER Clerk (non-SF50). Authorized to input non-SF50 employee data, input leave-related data, access CSR online inquiries, print CSR reports, and print In Lieu of Leave and Earnings Statements.
P – Tables Update. Authorized to access CSR online inquiries and maintain local tables.
T – T&A-related. Authorized to access CSR online inquiries, input and view T&A-related data, and print T&A reports.
V – View-only. Authorized to access CSR online inquiries and print CSR reports.

If **User Indicator is "C"** (T&A Certifier), enter "C" (T&A Certification). Authorized to certify T&A, input and view T&A-related data, and print T&A reports.
If **User Indicator is "P"** (Personnel [HRO] User), enter one of the following authorization types:

M – MER Clerk (SF50). Authorized to input SF50 employee data.

V – View-only. Authorized to access online inquiries.
If **User Indicator is "D"** (Remote Disbursing Officer), enter "D" (RDO Report Printing). Authorized to print remote disbursing office reports.
If **User Indicator is "V"** (Accounting Technician), enter "J" (Accounting –related). Authorized to input activity-, organization-, and employee-level accounting classifications and view employee locator and view accounting activity address.

o. **Block 15 (AUTH Number).** If AUTH Type is M, T, or K, enter the pay block for which the employee will have access rights; otherwise, leave blank. (NOTE 1: Repeat as necessary for each AUTH Type/AUTH Number.) (NOTE 2: Not required for Delete user.) The Authorization Number is the time and attendance group (TAG or T&A group) number. It is also the CSR group number listed in the DCPS Organization Record table. An illustration of how the DCPS Organization Record is used is provided above.

p. **Block 16 (Employee Signature/Date).** Make sure the employee reads the Terminal User Responsibilities and Privacy Act Statement before signing the form.

q. **Block 17 (Supervisor Signature/Date).** Self-explanatory.

PART II: The authorizing official will complete Part II of the form and notify either the prospective user or supervisor of the new user's ID and password.

Once the security form is completed, fax it to:
DSN: 753-6450
Commercial: 1 (850) 473-6450
Toll Free: 1 (866) 401-5849

You will receive an email response within 10 working days with your User ID and temporary password.

If you do not receive an email within 10 working days or if you have a problem with the access profile established for your account, you should contact the proper payroll office:

Charleston DCPS Security Access: Comm: (843) 746-6500 or DSN 483-6500,.
Denver DCPS Security Access: Comm (303)-676-6420 or DSN 926-6420.
Pensacola DCPS Security Access: Comm (850) 473-6084 or DSN 753-6084.

6. DCPS User Ids. The user identification (User Id) consists of the first three characters of the database for your assigned employee accounts. For example: ZGTxxxx is used for the ZGT database. It must be used with a password to fully access DCPS. DCPS User Ids must be used at least once every 60 days or it will suspend. After 90 days without entering DCPS, the User Id is considered "Dormant" and it is cancelled. A new DCPS User Security Access Questionnaire is needed to reestablish the User Id.

7. DCPS Passwords. A temporary password is assigned with a new User Id. The temporary password will contain exactly eight (8) characters. A password must contain

at least one (1) alphabetic and at least one (1) numeric character. An example of a valid password is Pay3roll. Passwords will expire every 90 days. A message will appear indicating the password has expired.

8. WHAT DO I DO NOW THAT I HAVE A PASSWORD AND User ID?

8.1 DCPS Applications Programs. You will need a DCPS program on your computer. One way to access DCPS is through the use of Secure Web Access (SWA) located at: https://swa.mech.disa.mil/. Instructions for setting your browser for SWA is at:
https://DFAS4DOD.DFAS.MIL/SYSTEMS/DCPS/consolid/files/IESWA.pdf

Your activity may request access to DCPS through DynaComm Elite by submitting a Site Survey and DCPS Terminal / PC Information Sheet to the payroll office. These forms can be found at:

https://dfas4dod.dfas.mil/systems/dcps/consolid/forms/SiteSurveyForm.doc

and

https://dfas4dod.dfas.mil/systems/dcps/consolid/forms/pcinfo.doc

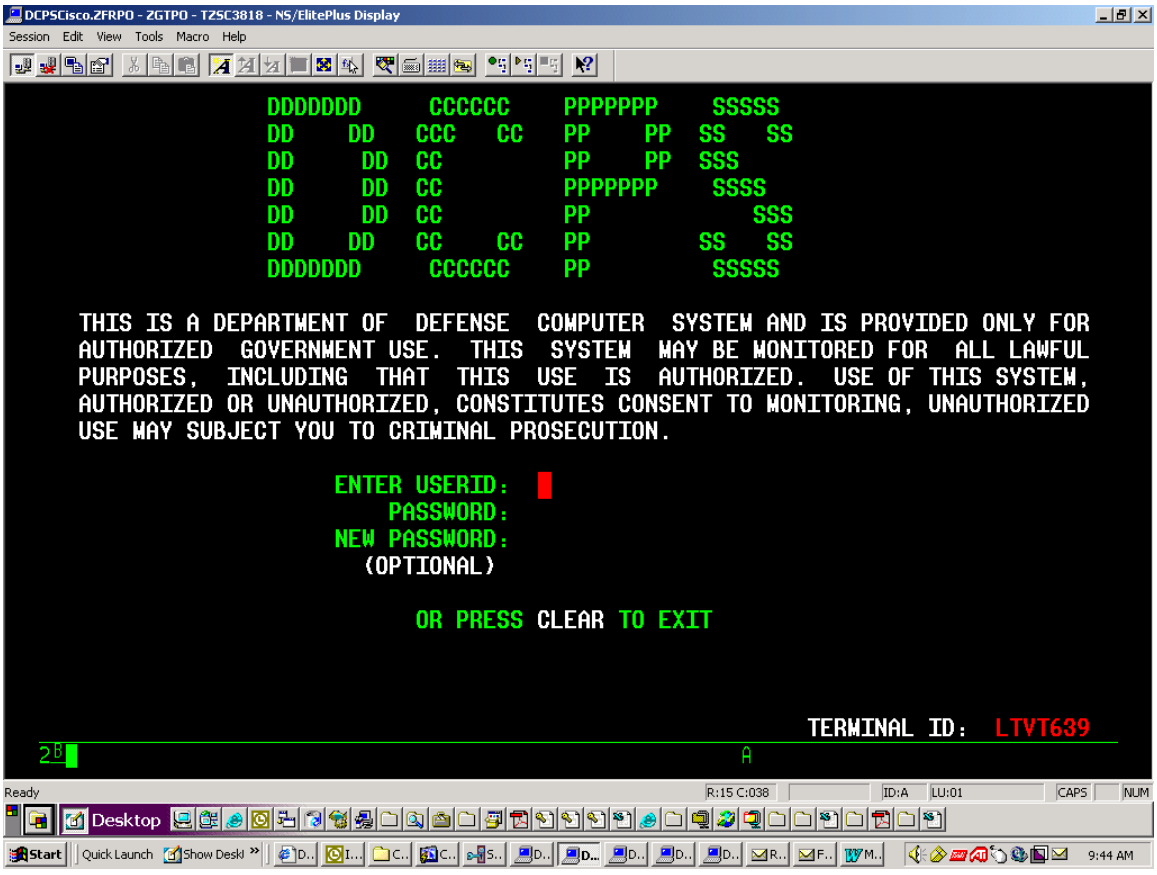
The following banner screen will display when DCPS is accessed.

Use of this Department of Defense computer system, to include related networks and equipment, constitutes your consent to monitoring by authorized DoD personnel. Unauthorized system use may subject you to criminal prosecution.

LU: AZSTDBAX
Logon:

At the "Logon:" line you will need to type the payroll office database you want to access. For example: ZGTPO, ZFRPO, ZL0PO, or ZFAPO are proper Charleston Payroll Office logons and CP1PO or ZKAPO are proper Pensacola Payroll Office logons. This will get you to the DCPS security log in screen for the appropriate database. The first three letters before the "PO" will match the first three letters of your User Id. For example: User Id: ZGTUxxx will have a "PO" of ZGTPO. Denver would be OMAPO.

The following DCPS security log in screen will appear. You can now sign in using your assigned User Id and password.



8.2 Steps for Logging Into DCPS. Using your assigned User Id and temporary password you will first need to establish a permanent password.

8.2.1. New User. To enter DCPS for the first time (as a new user) follow these steps:

	(Examples)
Type USERID	zgtu111
Type PASSWORD	payroll4
Tab to NEW PASSWORD	
Type NEW PASSWORD	pay4work

Press the enter key

8.2.2. Reentering DCPS After Successful Log In. Once you have successfully logged on, you can reenter DCPS with the new password. Follow these steps to reenter:

	(Examples)
Type USERID	ZGTU111
Type PASSWORD	PAY4WORK
Press Enter Key	

8.2.3. Changing a Password. To change a password, follow these steps:

	(Examples)
Type USERID	zgtu111
Type PASSWORD	pay4work
Tab to NEW PASSWORD	
Type NEW PASSWORD	Monday12
Press Enter Key	

Information to keep in mind regarding passwords.

- DCPS passwords are <u>not</u> case sensitive.
- Must be exactly 8 characters.
- Must have at least 1 alphabetic character.
- Must have at least 1 numeric character.
- Cannot re-use the same password for at least 18 months.
- The only <u>special characters</u> you can use are: @ # or $
- You must enter your User Id and password correctly in three tries. If you fail to properly sign in after 3 attempts, you will be locked out and must request a reset.
- DCPS passwords expire every 90 days.
- Dormant User Ids are suspended after 60 days and <u>deleted</u> after 90 days non-use.

9. <u>PAYROLL OFFICE POINTS OF CONTACT FOR ACCOUNT ACCESS</u>

DCPS Access:

(CHARLESTON)	
Payroll Office	DSN 483-6500
DCPS Access and Password Resets :	(843) 746-6500
	1-800-PAY-DCPS
(DENVER)	
DCPS Access and Password Resets :	DSN 926-6420
	(303)-676-6420
(PENSACOLA**)**	
DCPS Access and Password Resets :	DSN 753-6084/6245/6098

(850) 473-6084/6245/6098

10. TROUBLE SIGNING IN:

Error Messages:

Message: **"PASSWORD EXPIRED -- ENTER OLD AND NEW PASSWORD"**

Cause 1: You have a new temporary password.
Solution: Follow procedures for a new password.

Cause 2: It has been 90 days since the current password was established.
Solution: Follow procedures to change the password.

Message: **"INVALID PASSWORD, USER NOT AUTHORIZED"**

Cause: Password violation. You have 3 or more unsuccessful attempts to access DCPS.
Solution: Request a password reset from the payroll office Customer Service Desk or the (Europe Only) European Customer Service Desk.

Message: **"USER NOT FOUND – USER NOT AUTHORIZED"**

Cause: Access not established.
Solution: Contact the payroll office DCPS Access number.

Message: **"NOT IN USERS EDC GROUP"**

Cause: User does not have access to the group of accounts requested.
Solution: Identify the correct site activity or TAG where the employee accounts are located by using the Organization Code table. Request an addition or a correction to the USER Id account using the security request form.

11. NOW THAT I CAN GET IN DCPS, WHAT DO I NEED TO KNOW?

11.1. DCPS Manuals. At the "dfas4dod" web site there are various informational downloads available to help you.

There are hundreds of codes in DCPS. Every 4 months DCPS is updated with major release changes. You will need to obtain the latest CSR or T&A manual to understand the information in DCPS and to be aware of any new processing changes. An updated manual is released with each quarterly DCPS release.

Manuals are viewable on line or can be downloaded to a computer file. The web site for DCPS manuals is listed below.

https://dfas4dod.dfas.mil/systems/dcps/consoldid/dcpsdoc.htm

DCPS manuals are divided by subject matter. Each major division is listed as a section and each section is divided into chapters.

The following illustrates the divisions and subdivisions of the manuals and is from the DCPS Users Manual for Customer Service Representatives, Version 03-01 (First Quarter Release for 2003). You will also notice that some chapter numbers are not listed. The chapter numbers not listed are payroll office processes and not available to the CSRs.

SECTION A. Introduction to DCPS
(General information about DCPS)

SECTION B. Getting Started
(Use of the manual and menus)

SECTION C. Tables
Used to calculate, crosscheck and process data entered in DCPS.

Chapter 1. Central Tables
The CSR has the capability to view DCPS Central Reference Tables. These tables are used for pay calculations and affect the employee's deductions and entitlements. When you select a table to view, you can use this chapter for a description of each field that is displayed. Tables can be used by the CSR to answer employee inquiries. The examples below are provided to illustrate table usage.

Example 1:
An employee comes to the CSR and wants to know why the deduction for OASDI (Old Age Survivors and Disability Insurance) stopped. The CSR could select the General Table and verify the OASDI Taxable Wage Base then compare the OASDI taxable wage base to the employee's year to date earnings. If the employee has earned more wages than the OASDI taxable wage base, then this would explain why the deduction stopped. Employee has reached the maximum limit.

Example 2:
An employee questions why the Federal Employee Group Life Insurance (FEGLI) Optional deduction increased. The CSR would select the FEGLI Optional Insurance Table and can determine that the increase was because the employee moved from one age bracket to the next age bracket and the cost of the insurance coverage increased.

Chapter 2. Payroll Office Tables
The CSR has the capability to view all of the payroll office table information and can change selective data in the tables.

Example:

The activity has been notified that the zip code of its mailing address has changed. The CSR would select the Employing Activity Office Address and enter the new zip code.

SECTION D. Employee Data/On-Line Processing/Inquiries

Chapter 2 . Employee Data Menu
The CSR has the responsibility of adding, correcting and deleting employee non-SF 50 data in DCPS. This chapter explains each input field. When updating data it is important that the CSR use the correct code. All valid codes and their definitions are listed in Section G (Dictionary/Glossary). Each type of update function performed by the CSR is listed in this chapter.

Example:
The CSR received a Savings Bond Deduction (SBD) 2104 "Authorization for Purchase/Change U.S. Savings Bonds" from an employee to start new savings bond deductions. The CSR would refer to "Savings Bond Deductions" in this chapter to understand what code should be used in the Co-Owner/Beneficiary Indicator field.

At the end of each update function, the manual has two informational sections called "SYSTEM PROCESSING ON-LINE" and "SYSTEM PROCESSING BATCH." This part of the manual explains how DCPS processes the entered updates and actions interfaced by the personnel office. The CSR should read these sections to better understand the process.

If the CSR has questions about the correct processing of a document after reading the complete section, including the System Processing On-Line and System Processing Batch sections, the CSR should contact the payroll office for guidance.

Chapter 3. Time and Attendance
This chapter explains all input fields for time and attendance and work schedule changes.

Chapter 4. Leave
This chapter contains information on advance, restored, family leave and leave and earning (LES) balance information when an employee transfers to a new activity. It includes instructions for all leave processed by the CSR.

Chapter 7. Inquires
This chapter explains the inquiry (view only) screens in DCPS. The CSR uses the inquiry screens to answer employee pay questions. The inquiry screens let you view personnel action updates as well as leave and pay information. The codes shown on these screens are listed in Section G.

Example:
The CSR would refer to this chapter for information on the "Master Employee Inquiry" screen and to verify the "Quarterly Earnings" field on the Pay Rates and Appointment screen, but the amounts do not include Lump Sum Leave or Severance payments.

SECTION E. Batch Processing
This is a process where computerized interfaces are sent to DCPS by various agencies for consolidation of data with DCPS files.

Chapter 1. Personnel
At the end of each day, personnel runs a "end-of-day" process. All transactions that were projected with a future date which is now current will be put into a file with all the transactions of that day that have either a current or prior effective date. Files that these transactions are put into are referred to as a 'package'. DCPS receives a separate package for each Servicing Agency and CCPO ID combination for each DCPS database.

Chapter 2. Time and Attendance (T&A)
T&A Batch Processes are used to edit and validate work schedule changes and time and attendance (T&A) transactions submitted from a Source Data Automation (SDA) system.

Chapter 3. Leave
A biweekly batch program that processes accruals, credit reductions, usage, conversions, and stores/maintains continuation of pay records for employees on traumatic injury.

Chapter 6. Mass
Provides an alternate method to maintain leave job order numbers by Employing Activity/Organization and standing job order numbers by employee utilizing an interface file.

Chapter 8. Address Verification
Used to update DCPS Master Employee and Bond Addresses using a commercial software package (called Finalist) to reduce incomplete or non-deliverable addresses.

SECTION F. Reports
Provides a list, an explanation of each report and description of each field for reports generated by DCPS. The CSR should request all weekly, biweekly and monthly reports for review to insure the information are accurate and make adjustments as needed.

SECTION G. Dictionary/Glossary
This section lists, in alphabetical order, each valid code used in DCPS and its meaning. The CSR uses this dictionary to understand the information processed in DCPS. The CSR will need to refer to this dictionary to interpret inquiry screens. New codes may be added or codes may change with new updates in the system changes releases.

SECTION H. Reference Guides/Job Aids
Contains quick reference guides. The CSR or Timekeeper may want to print some of these guides for a handy desk reference.

Chapter 1. General System Information
Error messages, function keys, standardized addresses, major claimant.

Chapter 2. Personnel
Nature of Action codes (NOACs) Separation Matrix.

Chapter 3. Employee Data
Other deduction table, Savings Bond job aid.

Chapter 5. Taxes
Martial status values, state taxable indicators, Alpha Taxing authority.

Chapter 6. Time and Attendance
Type hour codes quick reference, environmental hazard code.

Chapter 7. Leave
Leave adjustment aid.

Chapter 9. Reports
Remote report printing.

11.2. Computer Based Training At the dfas4dod web site there are Computer Based Training (CBT) downloads available to teach you about DCPS.

You can select CBT downloads from:
https://dfas4dod.dfas.mil/systems/dcps/consoldid/ctb/cbttoc.htm

The available training downloads are:
- Security Awareness CBT *(Mandatory)*
- Customer Service Representative Employee Data Collection CBT
- Online Time and Attendance (T&A) CBT
- Timekeeper Training CBT
- Enhanced CSR CBT

These are free, self-paced and user-friendly computer based training on how to use DCPS. Every CSR or timekeeper should take the opportunity to download the training to learn more about DCPS.

11.3. Who can I contact if I have a problem? The payroll offices use Remedy as a question and answer system to respond to payroll inquiries and pay problems.

New payroll office customers will receive a Remedy Client Information form attached to the email that provides them with their new User Id and temporary password. Each new user should complete the form and forward it to the payroll office. You can obtain a copy of the Remedy Client form at:
https://DFAS4DOD.DFAS.MIL/SYSTEMS/DCPS/consolid/forms/RemedyClient.doc

The completed Remedy Client Information form can be emailed or sent to the Imaging fax to be routed to the appropriate servicing payroll office.

The email address is
(CHARLESTON) DCH-SUPPORTCIVPAY@DFAS.MIL
(DENVER) DCPS-DE-payroll@dfas.mil
(PENSACOLA) NONE

11.4. Remedy. Remedy allows for standardized entering and tracking of action requests. It also automatically escalates the action requests by notifying a higher level within the payroll office when problems are not resolved within a defined time frame.The Imaging fax number is (850) 473-6450 or DSN 753-6450. (same for all 3 PRO)
After your Remedy access has been established the payroll office will contact you by email. The email will include the Remedy User Id and temporary password. Instructions on how to use the system will be attached to the email.

A sample of the form is included on the following page.

If you have not received a Remedy User Id and password within 10 working days from the day it was submitted, contact the payroll office (CHARLESTON) (843) 746-6500. (DENVER: 1-800-538-9043). (PENSACOLA) (850) 473-6222

NEW REMEDY CLIENT INFORMATION

PAYROLL OFFICE*:* ***CHARLESTON DENVER PENSACOLA***

NAME: _____

SITE NAME: _____

SITE ID: _____ DATABASE(S) _____

POSTAL MAILING ADDRESS FOR ACTIVITY:

_____

_____

_____

COMMERCIAL PHONE/FAX NUMBERS: _____

_____

EMAIL ADDRESS: _____

FUNCTIONAL AREA: CSR PERSONNEL ACCOUNTING OTHER

Email completed forms to the appropriate office address shown below:

DENVER	DCPS-DE-PAYROLL@DFAS.MIL
CHARLESTON	DCH-SUPPORTCIVPAY@DFAS.MIL
PENSACOLA	NONE

11.5 Payroll Office Points of Contact. The CSR, not individual employees, should make inquiries to the payroll office.

Charleston Payroll Office Customer Service Desk:
Commercial (843) 746-6500 DSN 483-6500

Toll Free Number for Retirees or Separated Employees
1-800-PAY-DCPS or 1-800-729-3277

Email address: dch-supportcivpay@dfas.mil

TP Team (ZFR - DoDEA Accounts): (843) 746-6549

Denver Payroll Office Customer Service Desk:
1-800-538-9043

Email address: **DCPS-DE-PAYROLL@DFAS.MIL**

Pensacola Payroll Office Customer Service Desk:
(850) 473-6222

11.6. DCPS System Problem. If you can not get a DCPS log on screen or print a file or have other system problems, the Trouble Reporting Procedures for the Defense Civilian Pay System are at the dfas4dod web site:

https://dfas4dod.dfas.mil/systems/dcps/consoldid/files/trblerpt.pdf

When you are reporting a problem, specific date may be required such as printer identification, DCPS file name or IP address, etc. The above web site provides detailed guidelines to getting you in contact with the right help desk to assist you.

DECC Mechanicsburg Help Desk: (717) 605-7426 DSN 430-7426

When to call Mechanicsburg Help Desk
1. Cannot get a VTAM sign-on screen.
Previously receiving DCPS reports but they will now not print.
Printer will not print.

TSO-PE Customer Contact Center: (850) 453-4141 Ext 310 DSN 922-2990 Ext 310

When to call TSO-PE Customer Contact Center
1. Problem with sending or receiving a DCPS file.
2. Interface problem.
3. A new printer or print server does not function properly

11.7. IMAGING. Imaging is a storage and retrieval system used for faxing all documents to the payroll office. It is a DFAS centralized civilian payroll document system. All incoming faxed or mailed documents are converted to an electronic file that is forwarded to payroll teams for action. The payroll office staff can retrieve documents by social security number to quickly review all documents in the storage system on a specific employee. The centralized document imaging system automates the routing, tracking, and control of these imaged documents via electronic workflow processes.

The fax numbers for Imaging are:

Toll Free: **1 (866) 401-5849**
Commercial: **1 (850) 473-6450**
DSN: **753-6450**

Each page of the fax should contain the Social Security Number of the employee the document pertains to. Only civilian payroll documents should be faxed to this number.

12. CONCLUSION. This concludes the first guide of a three part series. Part two discusses the CSR function. Part three will discuss the timekeeper functions. The payroll office staff hopes this guide provides functionality for the new DCPS user and a quick reference that shows where valuable work-related resources could be found. If you have questions or would like to provide feedback on how to enhance this guide, please let us know by contacting us at any of the telephone numbers found in the guide. We wish you success.

Your Financial Partner @ Work